

MONTHLY SUMMARY "CONTACT" TRACKING SHEET BY COMPANY

DTE Satisfaction Tracking Study

Conducted by Harpers Research & Consulting

January, 2005

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DTE - Residential Contact Tracking - 2004

1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Boston Gas

	Year 2004												YTD
	Jan '04	Feb '04	March '04	Apr '04	May '04	June '04	July '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	
TOTAL	49 100%	49 100%	50 100%	50 100%	50 100%	51 100%	50 100%	52 100%	50 100%	53 100%	47 100%	49 100%	600 100%
Top 3 box	42 86%	43 88%	44 88%	46 92%	49 98%	39 76%	46 92%	47 90%	40 80%	40 75%	43 91%	42 86%	521 87%
Neutral	-	1 2%	1 2%	1 2%	1 2%	4 8%	2 4%	2 4%	3 6%	3 6%	1 2%	3 6%	22 4%
Bottom 3 box	7 14%	5 10%	5 10%	3 6%	-	8 16%	2 4%	3 6%	7 14%	10 19%	3 6%	4 8%	57 10%
7 - Very Satisfied	27 55%	23 47%	32 64%	27 54%	30 60%	21 41%	27 54%	34 65%	24 48%	23 43%	35 74%	27 55%	330 55%
6	9 18%	11 22%	9 18%	11 22%	11 22%	11 22%	11 22%	4 8%	11 22%	6 11%	5 11%	13 27%	112 19%
5	6 12%	9 18%	3 6%	8 16%	8 16%	7 14%	8 16%	9 17%	5 10%	11 21%	3 6%	2 4%	79 13%
4	-	1 2%	1 2%	1 2%	1 2%	4 8%	2 4%	2 4%	3 6%	3 6%	1 2%	3 6%	22 4%
3	1 2%	1 2%	2 4%	-	-	1 2%	2 4%	2 4%	1 2%	2 4%	1 2%	3 6%	16 3%
2	3 6%	-	1 2%	2 4%	-	2 4%	-	1 2%	2 4%	2 4%	-	1 2%	14 2%
1 - Very Dissatisfied	3 6%	4 8%	2 4%	1 2%	-	5 10%	-	-	4 8%	6 11%	2 4%	-	27 4%
DK	1	1	-	-	-	-	-	-	-	-	1	1	4
REFUSED	1	-	-	-	-	-	-	-	1	-	2	-	4
MEAN	5.8	5.8	6.1	6.1	6.4	5.4	6.2	6.2	5.6	5.3	6.4	6.1	5.9

DTE - Residential Contact Tracking - 2004

1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Essex Gas

	Year 2004												YTD
	Jan '04	Feb '04	March '04	Apr '04	May '04	June '04	July '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	
TOTAL	49 100%	51 100%	51 100%	49 100%	50 100%	50 100%	48 100%	49 100%	50 100%	50 100%	50 100%	51 100%	598 100%
Top 3 box	42 86%	42 82%	49 96%	47 96%	42 84%	48 96%	40 83%	45 92%	45 90%	49 98%	44 88%	47 92%	540 90%
Neutral	1 2%	2 4%	-	-	4 8%	2 4%	2 4%	1 2%	2 4%	-	2 4%	2 4%	18 3%
Bottom 3 box	6 12%	7 14%	2 4%	2 4%	4 8%	-	6 12%	3 6%	3 6%	1 2%	4 8%	2 4%	40 7%
7 - Very Satisfied	34 69%	31 61%	34 67%	32 65%	31 62%	41 82%	30 62%	32 65%	29 58%	40 80%	32 64%	33 65%	399 67%
6	4 8%	8 16%	11 22%	7 14%	8 16%	3 6%	3 6%	8 16%	13 26%	2 4%	7 14%	5 10%	79 13%
5	4 8%	3 6%	4 8%	8 16%	3 6%	4 8%	7 15%	5 10%	3 6%	7 14%	5 10%	9 18%	62 10%
4	1 2%	2 4%	-	-	4 8%	2 4%	2 4%	1 2%	2 4%	-	2 4%	2 4%	18 3%
3	3 6%	1 2%	-	-	2 4%	-	1 2%	2 4%	2 4%	-	3 6%	-	14 2%
2	1 2%	2 4%	1 2%	1 2%	1 2%	-	2 4%	-	1 2%	1 2%	-	1 2%	11 2%
1 - Very Dissatisfied	2 4%	4 8%	1 2%	1 2%	1 2%	-	3 6%	1 2%	-	-	1 2%	1 2%	15 3%
DK	1	1	-	1	-	-	2	1	-	-	-	-	6
MEAN	6.1	5.9	6.4	6.3	6.1	6.7	5.9	6.3	6.2	6.6	6.2	6.2	6.2

DTE - Residential Contact Tracking - 2004

1. How satisfied were you with the service you received from the Customer Service Department of KeySpan Energy Delivery?
Colonial Gas

	Year 2004												YTD
	Jan '04	Feb '04	March '04	Apr '04	May '04	June '04	July '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04	
TOTAL	50 100%	49 100%	50 100%	49 100%	49 100%	50 100%	50 100%	48 100%	49 100%	50 100%	49 100%	49 100%	592 100%
Top 3 box	40 80%	42 86%	41 82%	40 82%	46 94%	43 86%	45 90%	44 92%	41 84%	44 88%	42 86%	41 84%	509 86%
Neutral	2 4%	1 2%	4 8%	3 6%	-	3 6%	-	1 2%	4 8%	1 2%	-	2 4%	21 4%
Bottom 3 box	8 16%	6 12%	5 10%	6 12%	3 6%	4 8%	5 10%	3 6%	4 8%	5 10%	7 14%	6 12%	62 10%
7 - Very Satisfied	25 50%	31 63%	30 60%	29 59%	36 73%	31 62%	32 64%	31 65%	27 55%	30 60%	24 49%	31 63%	357 60%
6	9 18%	4 8%	7 14%	6 12%	5 10%	6 12%	6 12%	7 15%	9 18%	8 16%	11 22%	4 8%	82 14%
5	6 12%	7 14%	4 8%	5 10%	5 10%	6 12%	7 14%	6 12%	5 10%	6 12%	7 14%	6 12%	70 12%
4	2 4%	1 2%	4 8%	3 6%	-	3 6%	-	1 2%	4 8%	1 2%	-	2 4%	21 4%
3	3 6%	-	2 4%	1 2%	1 2%	2 4%	3 6%	2 4%	3 6%	2 4%	2 4%	3 6%	24 4%
2	3 6%	1 2%	1 2%	-	-	-	-	-	-	-	-	2 4%	7 1%
1 - Very Dissatisfied	2 4%	5 10%	2 4%	5 10%	2 4%	2 4%	2 4%	1 2%	1 2%	3 6%	5 10%	1 2%	31 5%
DK	-	1	-	-	1	-	-	3	1	-	1	-	7
REFUSED	-	-	-	1	-	-	-	-	-	-	-	1	2
MEAN	5.7	5.9	6.0	5.8	6.4	6.1	6.1	6.2	6.0	6.0	5.7	6.0	6.0